

**Subject:** Re: MyLA311: Closed - Bulky Items Illegal Dumping Pickup - 14002 W VAN NUYS BLVD, 91331

**From:** Lorena Bernal <[lorena.bernal@lacity.org](mailto:lorena.bernal@lacity.org)>

**Date:** 5/11/20, 11:06 AM

**To:** Sarah Bell <[sarah.bell@lacity.org](mailto:sarah.bell@lacity.org)>

Thank you Sarah!

On Mon, May 11, 2020 at 10:57 AM Sarah Bell <[sarah.bell@lacity.org](mailto:sarah.bell@lacity.org)> wrote:  
No worries, Adriana will go check and/or send one of the drivers.

On Mon, May 11, 2020 at 10:56 AM Lorena Bernal <[lorena.bernal@lacity.org](mailto:lorena.bernal@lacity.org)> wrote:

Got it. The sofa kind of blends with the overgrown grass so maybe they did see it.

On Mon, May 11, 2020 at 10:25 AM Sarah Bell <[sarah.bell@lacity.org](mailto:sarah.bell@lacity.org)> wrote:

I will ask them to go by again. There is no before picture but the photo at the location shows the item not out. Its hard to tell without the before photo. But I will ask them to check it and have it collected.

Sarah Elizabeth Bell  
Public Relations Specialist  
Los Angeles Sanitation and Environment  
[1149 S. Broadway, Ste 500](#)  
[213-847-3457](tel:213-847-3457) (direct)  
[sarah.bell@lacity.org](mailto:sarah.bell@lacity.org)

On Mon, May 11, 2020 at 10:21 AM Lorena Bernal <[lorena.bernal@lacity.org](mailto:lorena.bernal@lacity.org)> wrote:

Good morning Sarah,

I hope you had a great Mother's Day!

I need your help with another SR# that was closed last week. The item is still there. It's a green sofa.

----- Forwarded message -----

From: <[la-sanitation-donot-reply@lacity.org](mailto:la-sanitation-donot-reply@lacity.org)>

Date: Fri, May 8, 2020 at 4:39 PM

Subject: MyLA311: Closed - Bulky Items Illegal Dumping Pickup - [14002 W VAN NUYS BLVD, 91331](#)

To: <[lorena.bernal@lacity.org](mailto:lorena.bernal@lacity.org)>



Your Bulky Items Illegal Dumping Pickup request was updated on 5/8/2020 04:39:26 PM.

Service Request # 1-1618052341

Location: [14002 W VAN NUYS BLVD, 91331](#)

Status: Closed

Your item(s)/container(s) were not out in an accessible public area for collection.

You can check the status of your request by

1. Visiting <https://myla311.lacity.org>
2. Using the mobile app from [Google Play](#) or the [Apple Store](#)
3. Contacting LA Sanitation with your service request number

Email : [san.callcenter@lacity.org](mailto:san.callcenter@lacity.org)

Telephone: (800)-773-CITY

TTY : (213) 473-4112

LASAN Customer Care Center is open 24/7.



<http://lacitysan.org/>



<https://www.facebook.com/lacitysan>

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**Lorena Bernal**

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